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REVISION BASELINE
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Code M

Correspondence and

Action Tracking Process

(Conforming to ISO 9001 Quality System Requirements)

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**Code M
Correspondence and Action Tracking Process
December 1998**

Original Approved and signed by

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1.0 PURPOSE

This OWI prescribes the activity steps required to track Code M correspondence and actions within the NASA Headquarters, Office of Space Flight.

The Associate Administrator (AA) for the Office of Space Flight (OSF) is responsible for maintaining this document. The controlled version of the manual is available on the world wide web (WWW) via the HQ ISO 9000 Document Library for the ISO 9000 QMS at <http://www.hq.nasa.gov>. By definition, any printed version of this OWI is uncontrolled. Any proposed revision to this manual is submitted by the AA for OSF or his designee. The AA for OSF or his designee, authorizes approval of the revision after an internal review by the Document Control Board.

2.0 SCOPE

The OWI process steps span activities that are initiated by the receipt of mail, correspondence or actions items and culminate in the response to that action. The process includes monitoring and periodic reporting.

3.0 DEFINITIONS

The following definitions are offered to assist the user in understanding the process described in this OWI.

<u>Correspondence</u>	Written communication
<u>Action</u>	An assignment requiring the completion of an activity or response
<u>Action Officer</u>	The OSF official responsible for responding to an action
<u>CIC</u>	The office at NASA Headquarters responsible for tracking actions on behalf of the Administrator (i.e. Code CIC)
<u>Action Manager</u>	The person within the Office of Space Flight responsible for administering the action tracking process on a day-to-day basis.

4.0 REFERENCES

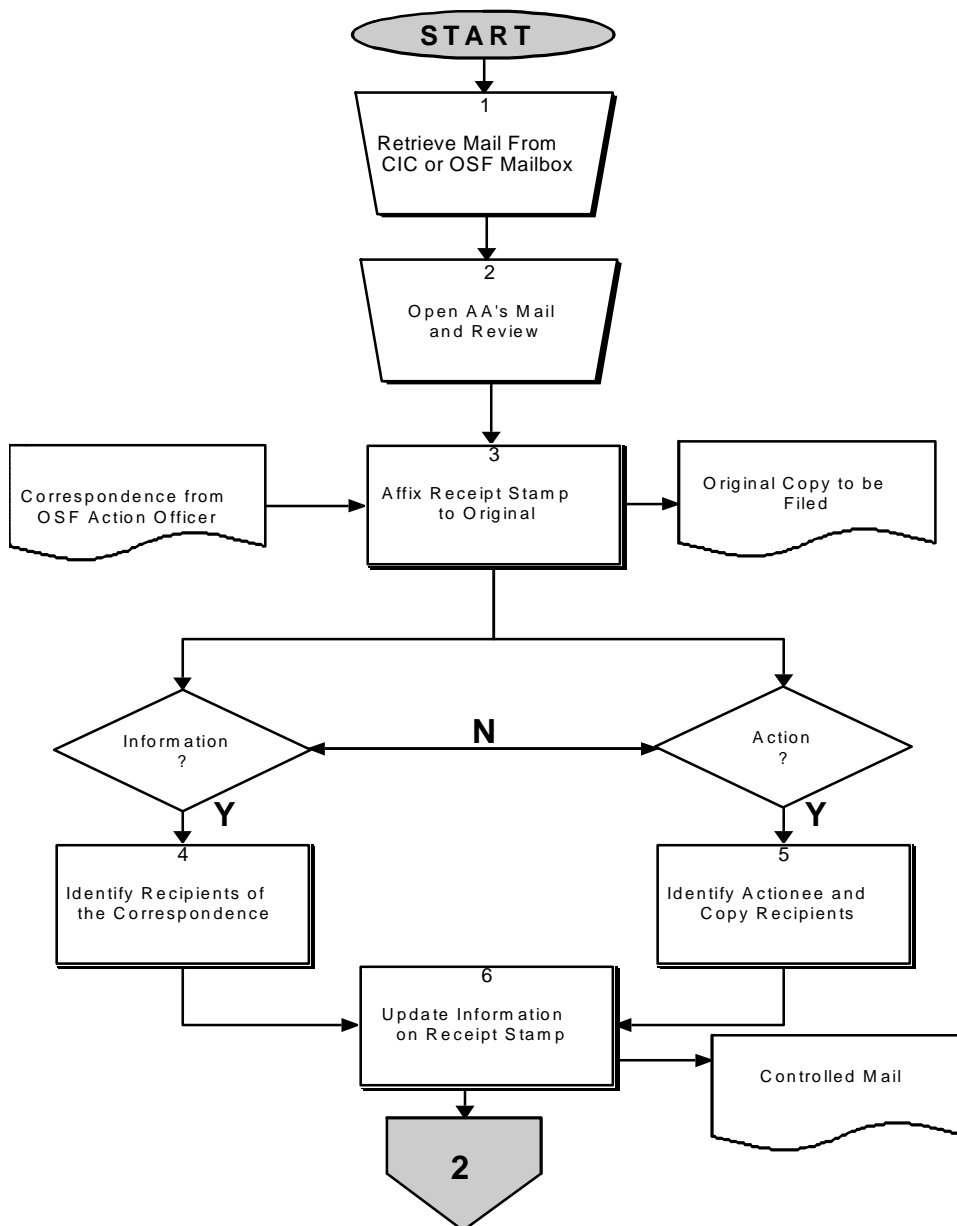
The following documents contain provisions that, through reference in this OWI or in policy or procedure documents, constitute the basis for the documented procedure:

HQSM 1200.A.1

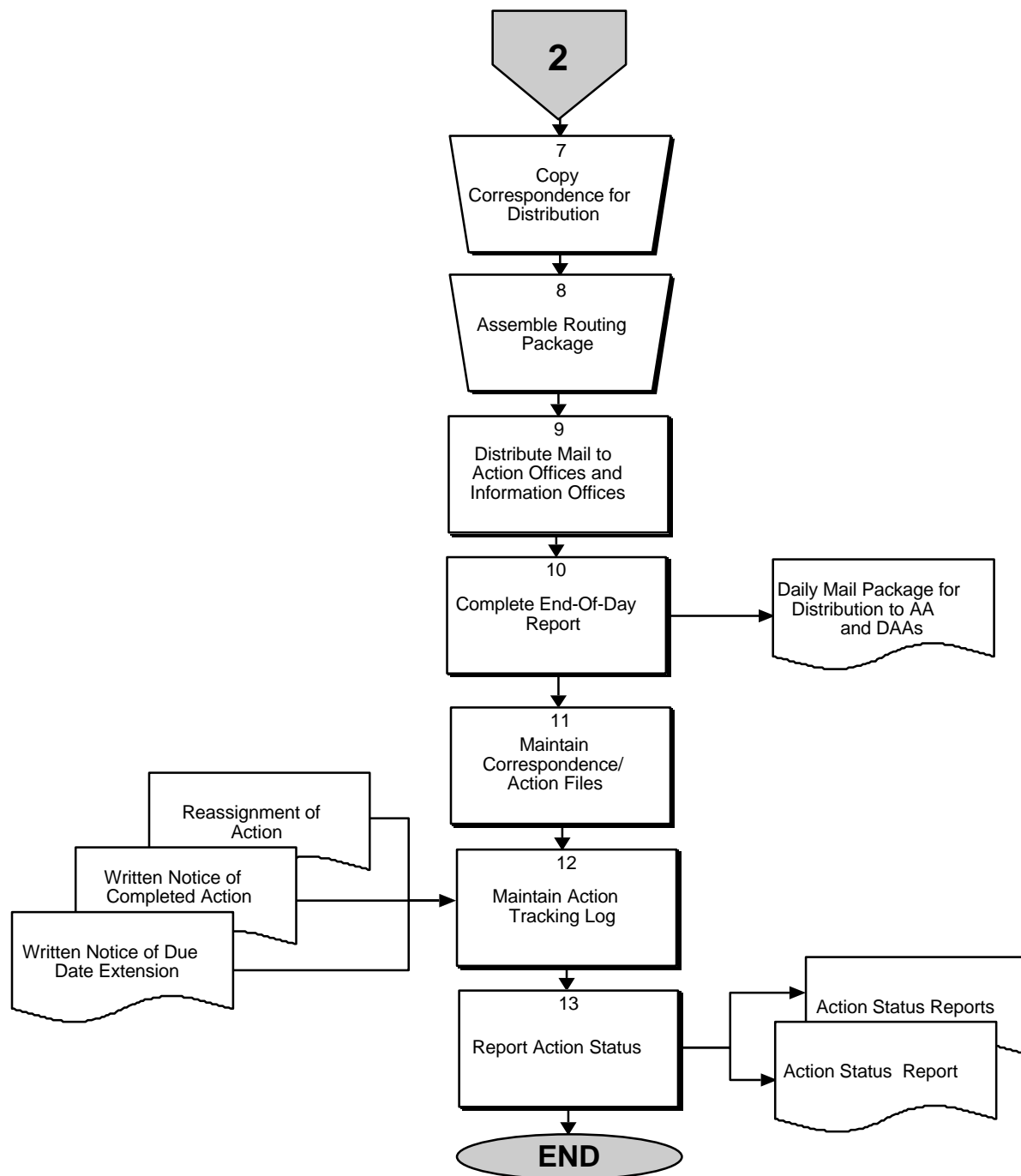
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5.0 FLOWCHART



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6.0 TRACKING CORRESPONDENCE AND ACTIONS PROCESS STEPS

It is essential that Code M provide a quality response to correspondence in a timely manner. This requires the careful handling of mail received from internal as well as external sources. The process includes several checks and balances to ensure the delivery of a quality response. Similarly, specific actions resulting from correspondence received, or service requested must be tracked to ensure timely completion. The process is composed by a series of activities included in the table below.

<u>Actionee</u>	<u>Flowchart Reference</u>	<u>Action</u>
Code M Action Manager	1	Retrieve mail from Code CIC (Room 9556) or OSF Mailbox (Room7B34), distribute incoming mail to appropriate mail slots (with the exception of the AA's mail)
Code M Action Manager	2	Open AA's Mail and review/read it
Code M Action Manager	3	Affix receipt stamp to original. NOTE: Actions may be received directly from OSF action officers. These enter the process at this point and are tracked like all other actions.
Code M Action Manager	4	Identify information, subject and recipients for correspondence that has been evaluated and determined to be for information only.
Code M Action Manager	5	Create an entry in the Action Tracking Log to include the identification of the office assigned action, the action tracking number and the due date. The due date is 10 working days from the date it is received in the mail center, unless in the letter, the writer or author is asking for a response by a particular date.
Code M Action Manager	6	Complete the information on the receipt stamped original correspondence by transferring the numbers and identification data from the log.
Code M Action Manager	7	Make copies of the correspondence as appropriate to prepare for distribution.
Code M Action Manager	8	Assemble packages for distribution
Code M Action Manager	9	Distribute all Informational mail and actions as appropriate

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Code M Action Manager	10	Complete end-of-day processing. This includes preparing a complete package of all the incoming mail that was logged in for the day and distributing to the AA and the 5 DAAs
Code M Action Manager	11	Maintain correspondence and action files. Correspondence is maintained for a minimum of three years. Correspondence over three years old is sent to the Records Center archive or may be destroyed in accordance with NASA policy and procedures
Code M Action Manager	12	Maintain Action Tracking Log. The log is updated whenever a written notice is received. Such notices may include a redesignation of the action office, a notice of due date extension, or the completion of the action. Reference to the action log indicates current action status.
Code M Action Manager	13	Report Action Status. Several action status reports are prepared to assist in ongoing action management; the Monthly Statistical Report, Overdue Action Reports, and the Daily Action Status Report. These reports are sent to the AA and the 5 DAAs.

7.0 RECORDS

Record Identification	Owner Location		Retain/Dispose	Media
Completed Action Document	M	M	3 years (Minimum)	Hardcopy
Action Tracking Log	M	M	3 years (Minimum)	Hardcopy

The Code M Action Tracking records are retained and dispositioned in accordance with NPG 1441.1, SCHEDULE 1/14B.1(a), Permanent - Retire to Federal Records Center when 2 years old; transfer to NARA when 2 years old.